

***PERFORMANCE SECTION –
GOVERNMENT PERFORMANCE AND RESULTS ACT (GPRA)
REPORT***

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Performance Section - Government Performance and Results Act (GPRA) Report

The following performance report is based on the major goals and objectives from the RRB's Strategic Plan for 2003 – 2008 and its Operating Plan for Fiscal Year 2004. The indicators we developed support our mission and communicate our awareness and intentions for meeting challenges and seeking opportunities for greater efficiency, effectiveness, and economy.

To achieve our performance goals, the RRB holds managers accountable for achieving program results and improving program effectiveness by focusing on results, service quality, and customer satisfaction. In addition, the performance plan is used to help managers improve service delivery by requiring that they plan for meeting program objectives and by providing them with information about program results and service quality. To provide reasonable assurance that the reported performance information is relevant and reliable, performance goals have been incorporated into performance standards for managers and supervisors, monitored on an agency-wide basis, and made subject to audit by the agency's Office of Inspector General.

Over the last several years, the RRB has implemented significant automation initiatives and other improvements. Because of these accomplishments, the RRB is able to operate with reduced resources and is continuing to streamline its operations with the assistance of information technology. We believe that significant new investments in information technology and further management improvements will help us to meet or exceed our customer service goals efficiently.

The RRB recently completed two key e-Government initiatives that make it easier for our railroad employees to do business with us through the Internet. The RUIAnet web-based unemployment application (UI-1) was placed in production in March 2004. Unemployed railroad workers can now complete applications for unemployment insurance over the Internet. This represents a significant milestone for the agency. These are the first web-based transactions we have ever accepted from our railroad employee constituency. We are now working on the development of a web-based Claim for Unemployment Benefits (Form UI-3).

Through the other completed e-Government initiative, railroad employees can now get estimates of their future annuities over the Internet. Employees can access this new service, called "Retirement Planner," by visiting the RRB's website at www.rrb.gov and clicking on "MainLine Services" for directions on establishing an RRB Internet service account. Once employees establish their on-line accounts, they will be able to get annuity estimates for themselves and their spouses, as well as conduct other business with the RRB, over the Internet.

The Retirement Planner provides employee and spouse benefit estimates to railroad employees who have not yet retired under the Railroad Retirement Act. The estimates are based on the service and earnings records maintained by the RRB and show the earliest date the employee can receive a full annuity and, if applicable, the earliest date he or she can receive a reduced annuity. Only railroad employees are allowed to access the Retirement Planner; but employees can also use the Retirement Planner to get annuity estimates for their spouses. In addition, employees can view and print a summary of their current record of railroad retirement service months, compensation, and social security wages.

We also continued to make services available over the Internet to railroad and labor employers. During fiscal year 2003, the RRB developed a new secure Internet-based system to accept reports from covered railroad and labor employers concerning employee service and compensation data. The RRB conducted a 2-month pilot test of the Internet reporting system with 20 employers. Employers generally praised the system and made suggestions for system enhancements. The system went into production in December 2003, with all enhancements completed in March 2004. There are currently 152 employers participating, with more being added each week. We have received only favorable comments about the site and employers have expressed their desire that the site include more applications.

The next phase of this project is to automate the prepayment and post-payment verification process for unemployment and sickness insurance claims, thereby helping to prevent incorrect benefit payments. That phase will position us to replace 180,000 letters sent to rail employers each year. We are also working on requirements for another phase which will allow for an additional five forms to be submitted via the Internet.

In another e-Government initiative, the RRB participated in the project to create the on-line Forms Catalog at www.Business.gov. It is designed to be a single place where businesses and citizens can go to locate forms issued by the Federal government. The catalog is not yet complete, but the approximately 2,000 forms that are in the catalog are now available on-line. The RRB has several public use forms available in the catalog and will continue adding its public use forms to the catalog during fiscal year 2004.

In fiscal year 2004, the RRB also took required steps to comply with the e-Payroll initiative, a key element of the e-Government aspect of the President's Management Agenda. Under this initiative, agencies must eliminate stand-alone payroll processing systems, transferring this function to one of four approved government systems. The RRB selected GSA to be its provider. Working with GSA, the RRB successfully migrated to its payroll system on June 13, 2004, on schedule and within budget. RRB employees now enter time and attendance data on the GSA system in a web-based environment, with all processing and issuance of paychecks handled by GSA.

As part of the RRB's continuing efforts to improve financial management, in fiscal year 2003, the RRB began filing quarterly financial statements with OMB. These financial statements include the Balance Sheet, Statement of Net Cost, and Statement of Budgetary Resources. Beginning in fiscal year 2004, they also show comparative data for the previous fiscal year. The financial statements are required to be filed within 21 days after the end of each quarter, thereby providing timely, comprehensive financial information to OMB.

We also continued to strengthen computer security. In fiscal year 2004, we published the *RRB Information Systems Security Policy, Standards and Guidelines Handbook*. The Handbook provides policy, standards, and guidelines for administering the RRB Automated Information Systems (AIS) Security Program designed to protect the RRB's internal and external information resources. The policies promulgated in the RRB AIS Security Program apply to all RRB offices, bureaus, employees, and contractors, or any other individuals who use RRB systems, data, or information.

As with improving computer security, we are also working toward being better prepared to deal with a disastrous event. Along these lines, with contractual assistance we completed a Business Impact Analysis (BIA) that identified critical business functions required to sustain mission critical operations after a disastrous event. The BIA was used to develop the RRB's business continuity plan that was finalized in December 2003. Continuity plan training is being provided to agency personnel. The RRB continued to emphasize building safety and security procedures, in accordance with guidance from the Department of Homeland Security and the Office of Personnel Management.

To improve our strategic management of human capital and thereby maximize the value of our most important resource, our workforce, in early fiscal year 2004, the RRB installed RRBVision, a Windows-based web communications system that allows users to view video presentations with accompanying training materials, such as PowerPoint presentations or on-line screens of mainframe or PC applications. Presentations can be viewed in real-time with limited interaction between presenter and viewer and saved to the server for later on-demand viewing. Our interest in obtaining this system was to provide our nationwide network of field offices with regularly scheduled, consistent training and to give us an additional tool to use for training within headquarters.

Also regarding our workforce, the Equal Employment Opportunity Commission commended the RRB as having the greatest improvement in the area of Alternative Dispute Resolution due to a 42 percent increase in participation. The RRB's Office of Equal Opportunity also worked with the RRB's Bureau of Human Resources to increase diversity in the agency's external recruitment efforts, identifying sources of minority students for the outstanding scholar hiring authority as well as local minority, disability and disabled veteran recruitment sources in field office locations, many of which received direct contacts to solicit applicants for specific vacancies.

The next page begins a discussion of our key performance indicators. It is followed by a consolidated presentation of our actual performance in fiscal years 2001 through 2004. At the time this report was prepared, we had incomplete information on our fiscal year 2004 performance. The discussion of any unmet fiscal year 2004 performance goals and indicators will be presented in next year's report.

This performance report was prepared by RRB employees.

Discussion of Key Performance Indicators

The RRB has identified the following 10 key performance indicators, which represent our most important responsibilities.

Key Performance Indicator 1: Initial Recurring Retirement Payment Accuracy

Our overall strategic goal is to achieve a railroad retirement benefit payment recurring accuracy rate of at least 99 percent on our initial processing of applications for retirement benefits. (Projected goals are based on the appropriations we receive each fiscal year.)

FY 2004 Goal: 99.80%

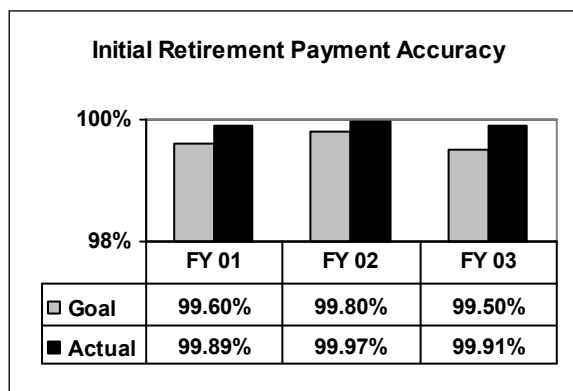
Our FY 2004 Performance: Not available

Full-year data will be available in fiscal year 2005.

FY 2003 Goal: 99.50%

Our FY 2003 Performance: 99.91%

We exceeded our goal. At the time we issued the Fiscal Year 2003 Annual Program Performance Report, we did not have full-year payment accuracy data available. The numbers shown here now reflect our final fiscal year 2003 performance. Automation plays a key role in assuring initial benefit payment accuracy by reducing the number of erroneous payments. Automation will become more critical in this area as experienced personnel retire in coming years.



Data Definition: This is the percentage of the dollar value of initial recurring retirement benefit payments paid correctly as a result of adjudication actions performed, based on a review of a sample of cases. For years prior to fiscal year 2003, the initial review excludes errors in temporary work deductions.

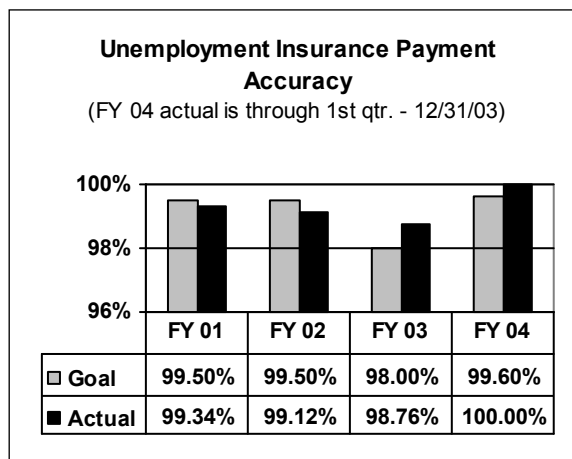
Key Performance Indicator 2: Unemployment Insurance Payment Accuracy

Our strategic goal is to achieve a railroad unemployment insurance benefit payment accuracy rate of at least 99 percent. (Projected goals are based on the appropriations we receive each fiscal year.)

FY 2004 Goal: 99.60%
Our FY 2004 Performance: 100%
through the 1st quarter

We are meeting our goal. Automation plays a key role in assuring benefit payment accuracy by reducing the number of erroneous payments. The performance data shown is through the first quarter of fiscal year 2004. Full-year data will be available in fiscal year 2005.

FY 2003 Goal: 98.00%
Our FY 2003 Performance: 98.76%



We exceeded our goal. Automation plays a key role in assuring benefit payment accuracy by reducing the number of erroneous payments. Full-year performance data was not available at the time we issued the fiscal year 2003 performance report. The numbers shown here reflect our final fiscal year 2003 performance.

Data Definition: This is the percentage of the dollar value of unemployment insurance benefit payments paid correctly as a result of adjudication actions performed, based on a review of a sample of cases.

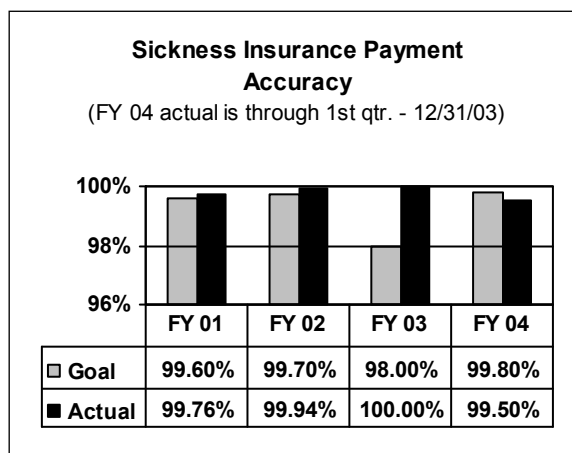
Key Performance Indicator 3: Sickness Insurance Payment Accuracy

Our strategic goal is to achieve a railroad sickness insurance benefit payment accuracy rate of at least 99 percent. (Projected goals are based on the appropriations we receive each fiscal year.)

FY 2004 Goal: 99.80%
Our FY 2004 Performance: 99.50%
through the 1st quarter

We are near our goal. Automation plays a key role in assuring benefit payment accuracy by reducing the number of erroneous payments. The performance data shown is through the first quarter of fiscal year 2004. Full-year data will be available in fiscal year 2005.

FY 2003 Goal: 98.00%
Our FY 2003 Performance: 100%



We exceeded our goal. Automation plays a key role in assuring benefit payment accuracy by reducing the number of erroneous payments. Full-year performance data was not available at the time we issued the of fiscal year 2003 performance report. The numbers shown here reflect our final fiscal year 2003 performance.

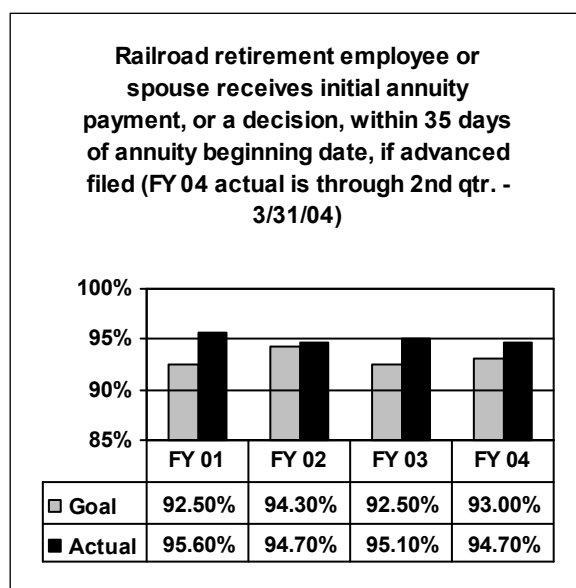
Data Definition: This is the percentage of the dollar value of sickness insurance benefit payments paid correctly as a result of adjudication actions performed, based on a review of a sample of cases.

Key Performance Indicator 4: Timeliness of Initial Railroad Retirement Annuity Payments (if advanced filed)

FY 2004 Goal: 93.0%
Our FY 2004 Performance: 94.7%
 through the 2nd quarter

We are exceeding our goal. Automation plays a key role in assuring benefit payment timeliness for this performance indicator.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.

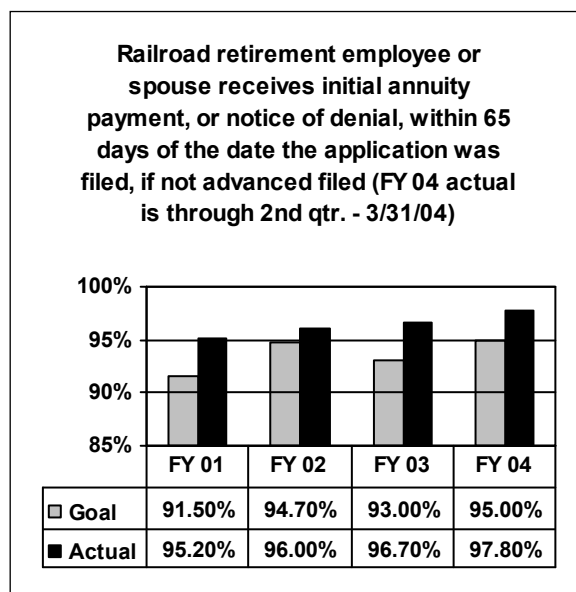


Key Performance Indicator 5: Timeliness of Initial Railroad Retirement Annuity Payments (if not advanced filed)

FY 2004 Goal: 95.0%
Our FY 2004 Performance: 97.8%
 through the 2nd quarter

We are exceeding our goal. Automation plays a key role in assuring benefit payment timeliness for this performance indicator.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.



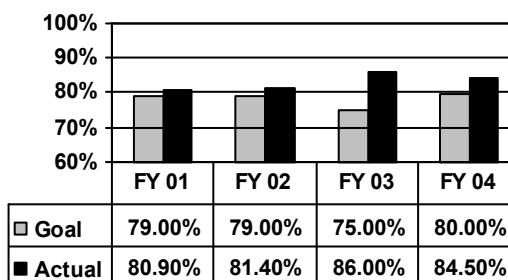
Key Performance Indicator 6: Timeliness of New Survivor Benefit Payments

FY 2004 Goal: 80.0%
Our FY 2004 Performance: 84.5%
through the 2nd quarter

We are exceeding our goal. Automation plays a key role in assuring benefit payment timeliness for this performance indicator.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.

Survivor annuitant not already receiving a benefit receives initial payment, a decision, or notice of application transfer to SSA within 65 days of the annuity beginning date, or date filed (FY 04 actual is through 2nd qtr. - 3/31/04)



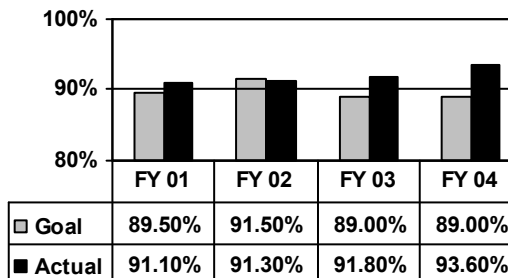
Key Performance Indicator 7: Timeliness of Spouse to Survivor Benefit Payment Conversions

FY 2004 Goal: 89.0%
Our FY 2004 Performance: 93.6%
through the 2nd quarter

We are exceeding our goal. Automation plays a key role in assuring benefit payment timeliness for this performance indicator.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.

Survivor annuitant receiving benefits as spouse receives payment as survivor, notice of denial, or notice of application transfer to SSA, within 35 days of RRB receipt of the notice of employee's death (FY 04 actual is through 2nd qtr. - 3/31/04)



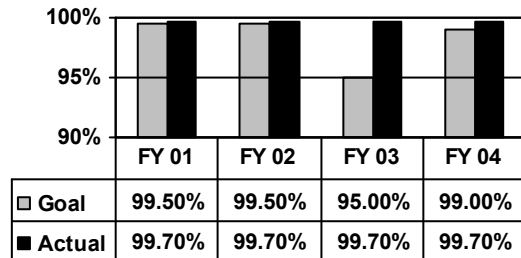
Key Performance Indicator 8: Timeliness of Unemployment or Sickness Insurance Payments

FY 2004 Goal: 99.0%
Our FY 2004 Performance: 99.7%
through the 2nd quarter

We are exceeding our goal. Automation plays a key role in assuring benefit payment timeliness for this performance indicator.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.

Railroad employee, unemployed or unable to work due to temporary illness or injury, receives a payment for unemployment or sickness insurance benefits, or a decision, within 15 days of claim receipt (FY 04 actual is through 2nd qtr. - 3/31/04)



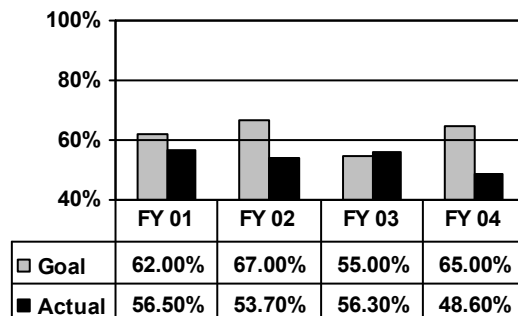
Key Performance Indicator 9: Timeliness of Disability Decisions

FY 2004 Goal: 65.0%
Our FY 2004 Performance: 48.6%
through the 2nd quarter

We are not achieving our goal. Changeover to a new contractor at the beginning of the fiscal year for consultative medical examinations needed to make a disability decision, closing out the old contract and implementing a new on-line tool to document disability decisions significantly impacted performance the first two quarters of the fiscal year. Although performance improved significantly in April and May, we may not reach the target goal for fiscal year 2004.

Data Definition: We base our calculation on the percent of applications where RRB processing is completed within the timeframe noted in the indicator. This timeframe includes 5 days for mail delivery.

Disabled applicant or family member receives notice of decision to pay or deny within 105 days of the date application for disability is filed (FY 04 actual is through 2nd qtr. - 3/31/04)



Key Performance Indicator 10: Return on Investment in Program Integrity Activities

FY 2004 Goal: \$4.50 : \$1

Our FY 2004 Performance: Not available (until December 2004)

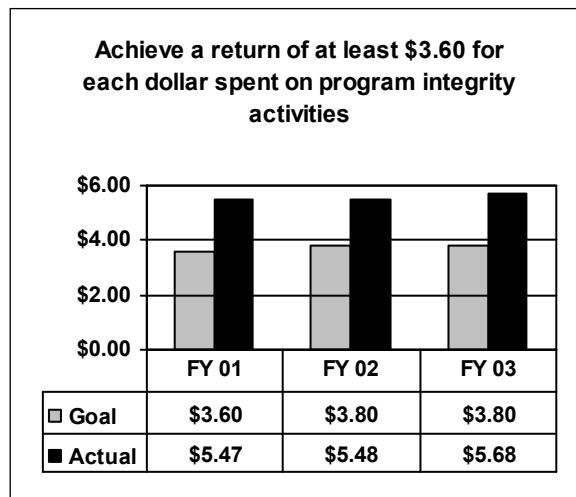
FY 2003 Goal: \$3.80 : \$1

Our FY 2003 Performance: \$5.68 : \$1

We exceeded our goal. Our fiscal year 2003 goal was to achieve a return of at least \$3.80 for each dollar spent on program integrity activities. We achieved a rate of return of at least \$5.68 for each dollar spent.

As part of our fiduciary responsibilities to the rail community, we must ensure that the correct amount of benefits is being paid to the right people. We match our benefit payments against SSA's earnings and benefits database, CMS' utilization and death records, OPM's benefit records, and State wage reports, usually via computer tapes, and administer other benefit monitoring programs to identify and prevent erroneous payments. We also refer some cases to the RRB's OIG for investigation. After investigation, the Inspector General may pursue more aggressive collection methods, which include civil and criminal prosecution.

Data Definition: This is the ratio of the sum of the dollar recoveries and savings, per labor dollar spent.



RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
Strategic Goal I: Provide Excellent Customer Service					
Performance Goal I-A: Pay benefits accurately and timely.					
1. Achieve a railroad retirement benefit payment accuracy rate* of at least 99%. (Measure: % accuracy recurring payments: Sample post recurring payments)	99.89%	99.97%	99.91%	99.80%	FY 2004 data not available
	99.98%	99.94%	99.70%	99.90%	FY 2004 data not available
2. Achieve a railroad unemployment/sickness insurance benefit payment accuracy rate* of at least 99%. (Measure: % accuracy rate)	99.34%	99.12%	98.76%	99.60%	100% through 1 st quarter of FY 2004
	99.76%	99.94%	100%	99.80%	99.5% through 1 st quarter of FY 2004
3. Achieve a railroad retirement case accuracy rate* of at least 94%. (Measure: % of case accuracy) Initial cases: Post cases:	New indicator	94.7%	93.6%	93.5%	FY 2004 data not available
	New indicator	98.2%	96.1%	96.5%	FY 2004 data not available
4. Achieve a railroad unemployment/sickness insurance case accuracy rate* of at least 97%. (Measure: % of case accuracy) Unemployment: Sickness:	New indicator	98.1%	98.5%	97.0%	100% through 1 st quarter of FY 2004
	New indicator	99.5%	100%	98.0%	99% through 1 st quarter of FY 2004

Note: The dollar amounts shown above are funds obligated or appropriated for the respective fiscal year.

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
5. Railroad retirement employee or spouse receives initial annuity payment, or a decision, within 35 days of annuity beginning date, if advanced filed. (Measure: % ≤ 30 processing days**)	95.6%	94.7%	95.1%	93.0%	94.7% (as of 03/31/04)
6. Railroad retirement employee or spouse receives initial annuity payment, or notice of denial, within 65 days of the date the application was filed, if not advanced filed. (Measure: % ≤ 60 processing days**)	95.2%	96.0%	96.7%	95.0%	97.8% (as of 03/31/04)
7. Survivor annuitant not already receiving a benefit receives initial payment, a decision, or notice of transfer to SSA within 65 days of the annuity beginning date, or date filed (whichever is later). (Measure: % ≤ 60 processing days**)	80.9%	81.4%	86.0%	80.0%	84.5% (as of 03/31/04)
8. Survivor annuitant receiving benefits as spouse receives payment as survivor, notice of denial, or notice of application transfer to SSA, within 35 days of RRB receipt of the notice of employee's death. (Measure: % ≤ 30 processing days**)	91.1%	91.3%	91.8%	89.0%	93.6% (as of 03/31/04)
9. Applicant for any railroad retirement death benefit receives payment, or notice of denial, within 65 days of date filed. (Measure: % ≤ 60 processing days**)	93.7%	96.0%	95.2%	93.5%	94.3% (as of 03/31/04)
10. Unemployed railroad worker receives UI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days**)	99.7%	98.7%	100%	98.0%	99.5% of sample cases (as of 03/31/04)
11. Railroad employee unable to work due to temporary illness or injury receives SI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days**)	99.5%	99.3%	99.3%	98.0%	99.2% (as of 03/31/04)

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
12. Railroad employee, unemployed or unable to work due to temporary illness or injury, receives a payment for unemployment or sickness insurance benefits, or a decision, within 15 days of claim receipt. (Measure: % ≤ 10 processing days**)	99.7%	99.7%	99.7%	99.0%	99.7% (as of 03/31/04)
13. Disabled applicant or family member receives notice of decision to pay or deny within 105 days of the date application for disability is filed. (Measure: % ≤ 100 processing days**)	56.5%	53.7%	56.3%	65.0%	48.6% (as of 03/31/04)
14. Disabled applicant receives payment within 25 days of decision or earliest payment date (whichever is later). (Measure: % ≤ 20 processing days**)	94.1%	94.2%	94.1%	93.5%	95.1% (as of 03/31/04)
15. Maintain an end-of-year normal carry-forward balance in 8 targeted workload categories. (Measure: number on hand at end of year)	4,915	5,147	3,934	7,500	3,758 (as of 03/31/04)
16. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days)	189	200	181	180	215 (as of 03/31/04)
Performance Goal I-B: Provide relevant, timely, and accurate information which is easy to understand.					
1. Inquirer receives answer or acknowledgment of written correspondence within 15 days of receipt. (Measure: % ≤ 10 processing days**)	99.0%	98.9%	99.3%	97.0%	99.3% (as of 03/31/04)
2. Achieve quality and accuracy of correspondence, publications, and voice communications. (Measure: surveys and reviews; number of valid challenges to published data)	Completed study of initial award letters	Draft report completed as scheduled.	Deferred	ACSI survey deferred	ACSI survey deferred
	New indicator for FY 2003	New indicator for FY 2003	No valid challenges to published data.	No more than two valid challenges to published data in FY 2004.	No valid challenges to published data (as of 03/31/04).

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT					
	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
3. Maintain the combined balance of unprocessed record corrections and cases requiring review for corrected tax statements below the end-of-year normal working level. (Measure: number on hand at end of year)	517	432	93	500	60 (as of 03/31/04)
Performance Goal I-C: Provide a range of choices in service delivery methods.					
1. Offer electronic options to our customers, allowing them alternative ways to perform primary services via the Internet or interactive voice response systems. (Measure: # of services available through electronic media)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	9 services available (as of 03/31/04)
Performance Goal I-D: Ensure an efficient and effective business interactions with covered railroad employers.					
1. Covered employer annual reports of employees filed electronically, or on magnetic media. (Measure: % of employee records filed electronically, or on magnetic media)	97.45%	98.2%	97%	97%	97% (as of 03/31/04)
2. Enable employers to use the Internet to conduct business with the RRB, in support of the Government Paperwork Elimination Act. (Measure: % of employers who use the new online reporting process)	New indicator for FY 2003	New indicator for FY 2003	Deferred	30%	Number of employers who have Internet capability is not yet available. 18% of total employers (with employees) have ERS Internet access. (as of 03/31/04)
# of services available through electronic media)				3 Internet services available	4 Internet services available (as of 03/31/04)

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
Strategic Goal II: Serve as Responsible Stewards for Our Customers' Trust Funds and Agency Resources					
Performance Goal II-A: Ensure that trust fund assets are projected, collected, recorded and reported appropriately.					
1. Debts will be collected through billing, offset, reclamation, referral to outside collection programs and a variety of other collection efforts. (Measure: funds collected vs. total debts outstanding)	53%	64%	66%	49%	48% (as of 3/31/04)
2. Complete compensation reconciliations at least 1 year before the statute of limitations expires. (Compensation reconciliations involve a comparison of compensation reported by railroad employers to the RRB for benefit calculation purposes with compensation reported to the IRS for tax purposes.) (Measure: % completed)	100% of the 1998 reconciliations by 02/26/2001	100% of the 1999 reconciliations by 02/15/2002	100% of the 2000 reconciliations by 02/18/2003	100% of the 2001 reconciliations by 02/28/2004	100% of the 2001 reconciliations by 02/20/2004
3. Perform monthly reasonableness tests comparing railroad retirement taxes deposited electronically, which represent over 99 percent of all railroad retirement taxes, against tax receipts transferred to the RRB trust funds by the Department of the Treasury (Treasury) to provide reasonable assurance the RRB trust funds are receiving appropriate tax funds. (Measure: reasonableness test performed and anomalies reconciled with Treasury (Yes/No))	New indicator for FY 2003	New indicator for FY 2003	Yes	Yes	Yes (as of 03/31/04)
4. Prepare annual Performance and Accountability Reports (including audited financial statements and other financial and performance reports) by the required due dates. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005 (Financial statements completed timely)	New indicator for FY 2005	Yes (FY 2003 Performance and Accountability Report was completed timely in FY 2004)

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
5. Take prompt corrective action on audit recommendations. (Measure: % of audit recommendations implemented by target date)	91.7%	94.4%	94.1%	90%	93.1% (as of 3/31/04)
Performance Goal II-B: Ensure the integrity of benefit programs.					
1. Achieve a return of at least \$3.60 for each dollar spent on program integrity activities. (Measure: \$ recoveries & savings per \$ spent)	\$5.47 : \$1	\$5.48 : \$1	\$5.68 : \$1	\$4.50 : \$1	Data available at end of calendar year
2. Maintain active wage matches with all 50 States to ensure the accuracy of benefit payments. (Measure: # of States matching)	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC
Performance Goal II-C: Ensure effectiveness, efficiency, and security of operations.					
1. Continue succession planning by ensuring there is a cadre of highly skilled employees available for key positions. (Measure: # of position types (descriptions) for which core competencies have been defined # of employees whose skills have been assessed # of employees involved with skills-enhancement programs)	New indicator for FY 2005 New indicator for FY 2005 New indicator for FY 2005	New indicator for FY 2005 New indicator for FY 2005 New indicator for FY 2005	New indicator for FY 2005 New indicator for FY 2005 New indicator for FY 2005	New indicator for FY 2005 New indicator for FY 2005 New indicator for FY 2005	1 position 39 employees 18 employees (as of 3/31/04)
2. Annually assess/update all computer security, disaster recovery, and business resumption plans for the agency. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	Assessment completed, updating in progress (as of 3/31/04).
3. Develop and implement new procedures for responding to and reporting computer security incidents. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	Procedures developed, reports of incidents are documented (as of 3/31/04).

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
4. Assess computer security training requirements and implement an ongoing training program for agency staff. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	Training needs assessed based on audit findings. Training provided based on available funds and priorities (as of 3/31/04).
5. Implement a methodology to successfully estimate, track and monitor total costs and time schedules for information technology investments through the project life cycle, incorporating both web and mainframe investments. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005
6. Assemble and publicize an annual inventory of RRB commercial activities on the RRB Website. (Measure: Yes/No)	New indicator for FY 2002	Yes	Yes	Yes	Yes
7. Complete public-private competitions on the required activities listed on the Federal Activities Inventory Reform (FAIR) Act inventory. (Measure: % of the FTE's listed on the FAIR Act inventory for which competitions completed)	New indicator for FY 2002	5%	5% (cumulative)	Meet target level established by OMB	On track to meet target level (as of 3/31/04)
8. Meet government percentage goal for use of performance-based contracting techniques for eligible service contract funds. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005
9. Support government-wide procurement of e-Government initiatives using the point of entry vehicle of www.FedBizOps.gov for all eligible actions. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005	New indicator for FY 2005

RAILROAD RETIREMENT BOARD FY 2004 ANNUAL PERFORMANCE REPORT	2001 Actual (At \$94.9m)	2002 Actual (At \$97.6m)	2003 Actual (At \$99.35m)	2004 Projected (At \$100.7m)	2004 Actual (At \$100.7m)
10. Complete migration from the agency's current payroll system to the consolidated Federal e-Payroll system. (Measure: Meet target dates for the migration. Yes/No)	New indicator for FY 2004	New indicator for FY 2004	New indicator for FY 2004	Yes	In progress (as of 3/31/04)
11. Implement a methodology to determine unit costs of key production workloads. (Measure: # of key workloads with unit cost information)	Deferred	A methodology for disability processing has been developed.	2 key workloads (unemployment and sickness insurance benefit processing)	1 workload	1 workload (initial retirement application)
12. Achieve specific goals for unit costs of key workloads for years subsequent to implementation of new methodology. (Measure: #of unit cost goals achieved)	Deferred	Deferred	Deferred	1 workload	In progress (as of 3/31/04)
Performance Goal II-D: Effectively carry out the responsibilities of the Railroad Retirement Board under the Railroad Retirement and Survivors' Improvement Act of 2001 with respect to the activities of the National Railroad Retirement Investment Trust.					
1. Review monthly reports submitted by the Trust. (Measure: Yes/No)	New indicator for FY 2004	New indicator for FY 2004	New indicator for FY 2004	Yes	Yes (as of 03/31/04)
2. Review annual management reports submitted by the Trust. (Measure: Yes/No)	New indicator for FY 2004	New indicator for FY 2004	New indicator for FY 2004	Yes	Yes (as of 03/31/04)
3. Review annual audit reports of the Trust's financial statements. (Measure: Yes/No)	New indicator for FY 2004	New indicator for FY 2004	New indicator for FY 2004	Yes	Yes (as of 03/31/04)

* Payment Accuracy Rate – the percentage of dollars paid correctly as a result of adjudication actions performed.

Case Accuracy Rate – the percentage of cases that do not contain a material payment error. Case accuracy rates reflect only those errors that are detected as a result of reviewing award actions performed during the fiscal year being studied. (A material error is (1) an incorrect payment of \$5.00 or more at the point the error is identified, (2) an incorrect payment of less than \$5.00 totaling 1 percent or more of the monthly rate, or (3) any situation in which a non-entitled benefit is paid.)

** Allows 5 days for mail delivery.

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